



09/944,836

PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

S/N: 09/944,836

Examiner: Tran, Mylinh

Filed: August 31, 2001

Art Unit: 2179

Inventor: Burgin, et al.

Docket: 1160215-0531072

Title: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

AMENDMENT AND RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 12/15/2005, please amend the above-referenced application as follows:

Remarks begin on page 2 of this paper.